

Fig.1

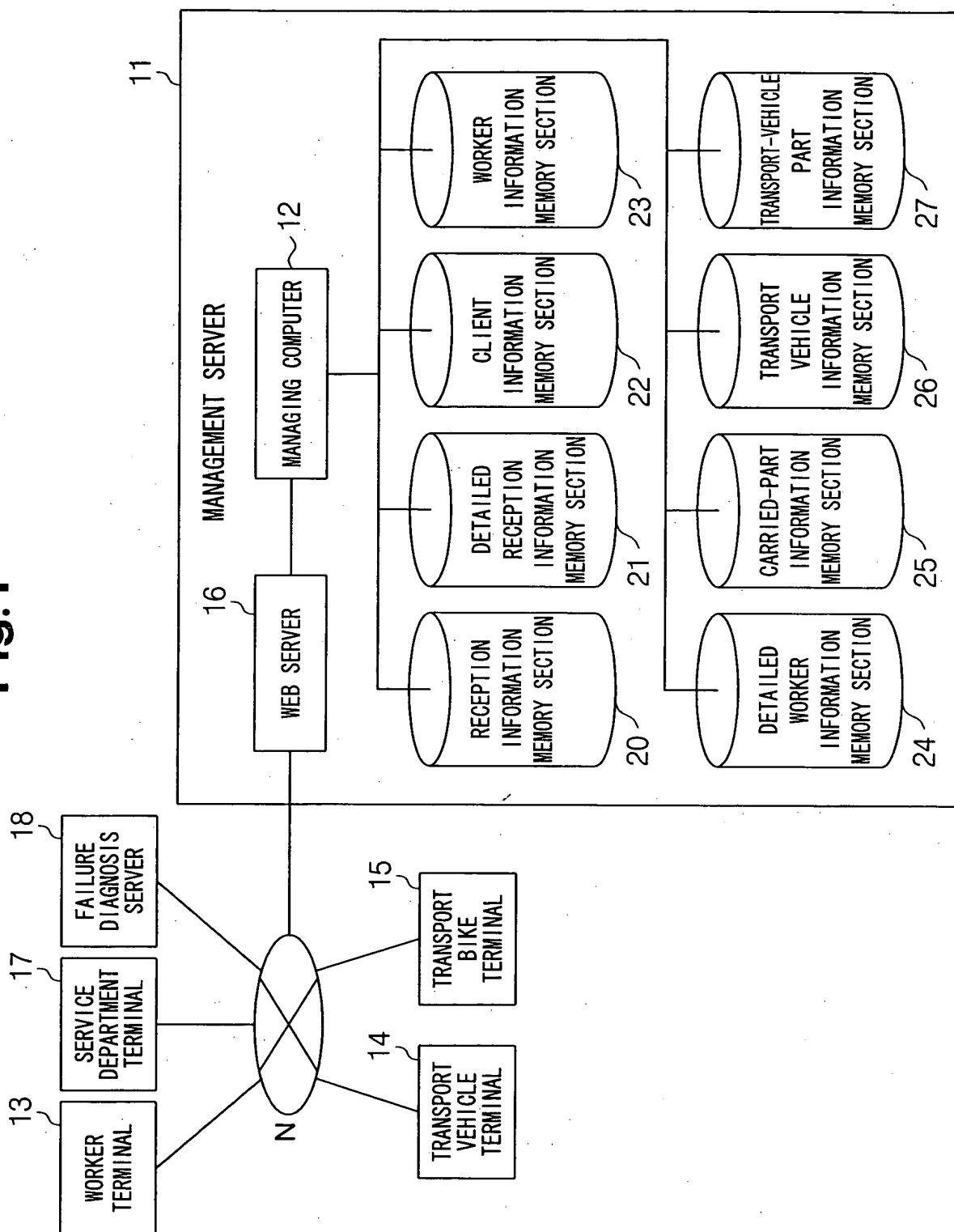


Fig.2

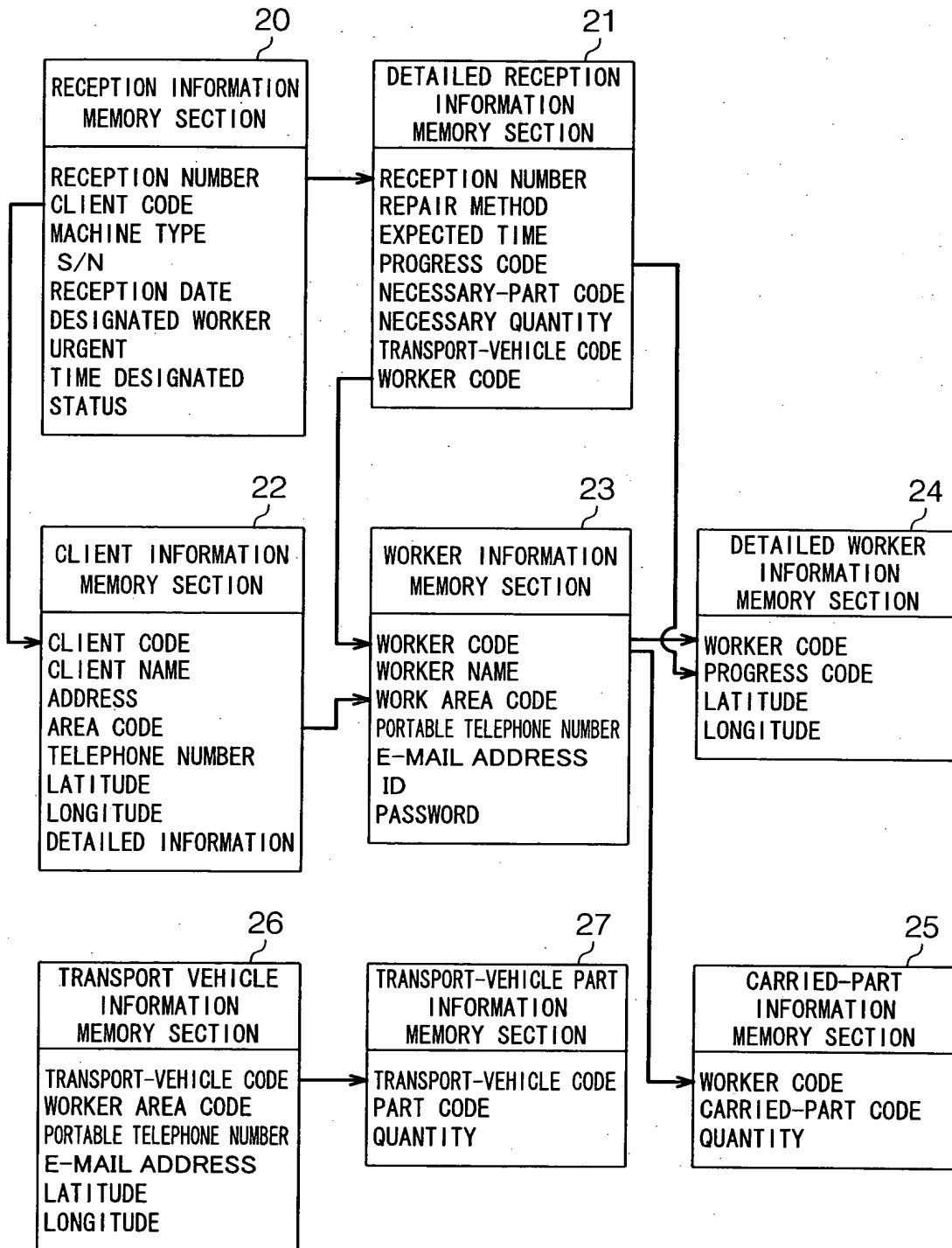


Fig.3

17a

×

▲

▼

WORK REQUEST (PHENOMENON INFORMATION)

RECEPTION NUMBER:18-111 GO TO:XX COMPANY TEL:11

ADDRESS: YOYOGI X-X-X SHIBUYA-KU, TOKYO URGENT:☐ ~ 17b

MACHINE TYPE INFORMATION: MACHINE TYPE:LP8000 SERIAL NO.134 PURCHASE DATE:2001/10/11

EVENT:

STATUS: >>SELECT ~ 17c

SUPPLEMENTAL STATUS: ABNORMAL SOUND GENERATED AT THE TIME OF PRINTING

DIAGNOSIS: >>FAILURE DIAGNOSIS ~ 17d

CAUSE OF FAILURE: BROKEN INPUT GEARS 1 & 2 CONFIRMED (REMOVE INPUT GEARS AND DISCRIMINATE USER SIDE OR MAIN BODY SIDE)

REPAIR METHOD: CHANGE INPUT GEAR 1 (5 MINUTES) ▲
CHANGE INPUT GEAR 2 (15 MINUTES) ▼

NEEDED PARTS: 1042#1,1052#1

17e ~ REQUEST

Fig.4

17f

×

▲

▼

PART DELIVERY LIST DISPLAY

REQUEST FOR DELIVERY ▼ UPDATE

RECEPTION NUMBER	DELIVERY DESTINATION	REQUESTED TIME	PARTS
18-1111	YOYOGI, SHIBUYA-KU	09:41:00	2

Fig.5

17g

×

▲

PART DELIVERY LIST DISPLAY

RECEPTION NUMBER: 1 8 - 1 1 1 1
REQUEST START TIME: 0 9 : 4 1 : 0 0
ADDRESS: X-X-X YOYOGI, SHIBUYA-KU
NAME: XX COMPANY
MACHINE TYPE : L P 8 0 0 0 S/N: 1 3 4

PART CODE	NECESSARY QUANTITY	MEANS
1052	1	LIGHT TRUCK 1 ▼
1042	1	LIGHT TRUCK 1 ▼

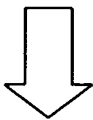
17h

PART DELIVERY ~ 17i

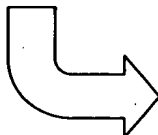
▼

Fig.6

ACCESS SERVER



ID, PASSWORD



13a

1 REPAIR REQUEST LIST

2 ARRIVAL/RECEPTION OF PARTS

3 REPAIR END REPORT

4 REPAIR END REPORT

Fig.7

REPAIR REQUEST LIST

AREA

■ 18-9876

URGENT
MACHINE TYPE:LP8000
TIME DESIGNATED:2002-09-27 / AFTER 15:00

■ 18-1111

MACHINE TYPE:LP8000
DELIVERED PARTS PRESENT

■ 18-0001

MACHINE TYPE:LP8000
DESIGNATED WORKER: KOJIMA 2

13b

Fig.8

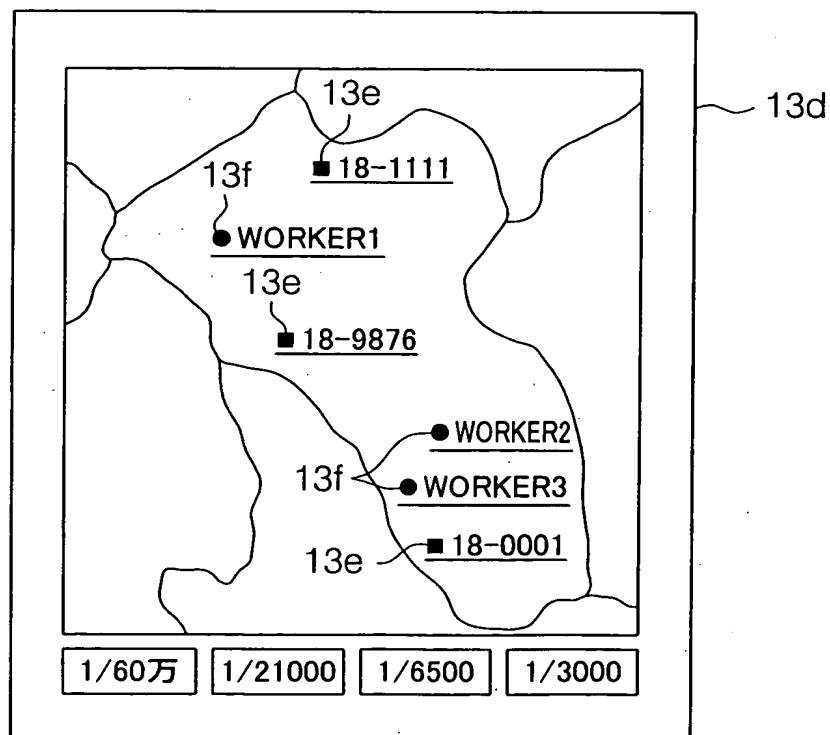


Fig.9

REPAIR REQUEST DISPLAY

RECEPTION NUMBER:18-1111

RECEPTION DATE:2002-09-27

NAME OF CLIENT:XX COMPANY
TEL:11
ADDRESS: X-X-X YOYOGI, SHIBUYA-KU, TOKYO

MACHINE TYPE:LP8000
S/N:134
STATUS:ABNORMAL SOUND GENERATED
AT THE TIME OF PRINTING
PRIMARY REPAIR METHOD:
CHANGE INPUT GEAR 1 (5 MINUTES)
CHANGE INPUT GEAR 2 (15 MINUTES)

PRIMARY NECESSARY PARTS
1042#1 13h
1052#1

RECEIVE REQUEST REQUEST CANCELED

13g

Fig.10

ACCESS SERVER

↓

ID, PASSWORD

↓

MENU SCREEN

↘

ACKNOWLEDGEMENT OF
ARRIVAL/RECEPTION OF PARTS

ACKNOWLEDGEMENT OF ARRIVAL

ARRIVAL AT SITE ACKNOWLEDGED

ACKNOWLEDGEMENT OF RECEPTION OF PARTS

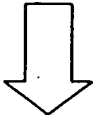
☐ 1042#1
☐ 1052#1

ACKNOWLEDGED

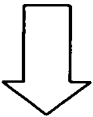
13i
13j
13k

Fig.1 1

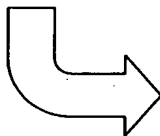
ACCESS SERVER



ID, PASSWORD



MENU SCREEN



REPAIR END REPORT 13m

MACHINE TYPE: LP8000

PHENOMENON: ▼

CAUSE: ▼

MEASURE: ▼

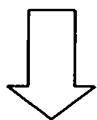
PARTS: ☐ 1042#1
☐ 1052#1

13n

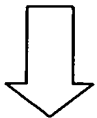
13p 13q

Fig.1 2

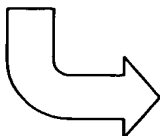
ACCESS SERVER



ID, PASSWORD



MENU SCREEN



TECHNICAL INFORMATION DISPLAY 13r

MACHINE TYPE: ▼

CLASSIFICATION: ▼

SEARCH: ▼

13s

TECHNICAL INFORMATION:
CHANGE INPUT GEAR WITH FRONT ROLLER FIXED.
(ROTATION OF ROLLER MAY DAMAGE
PHOTOSENSITIVE MEMBER)

RETURN

Fig.13

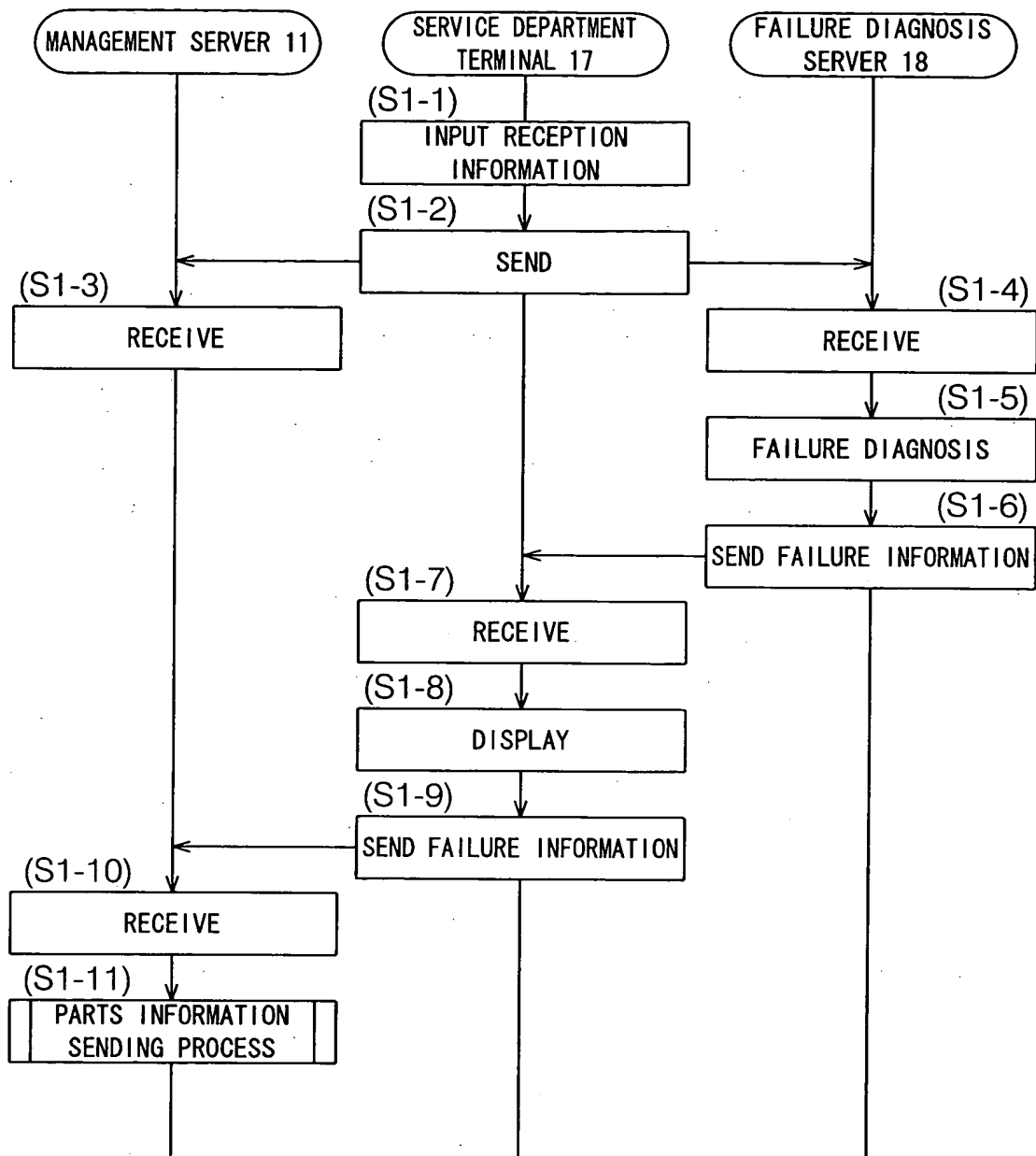


Fig.14

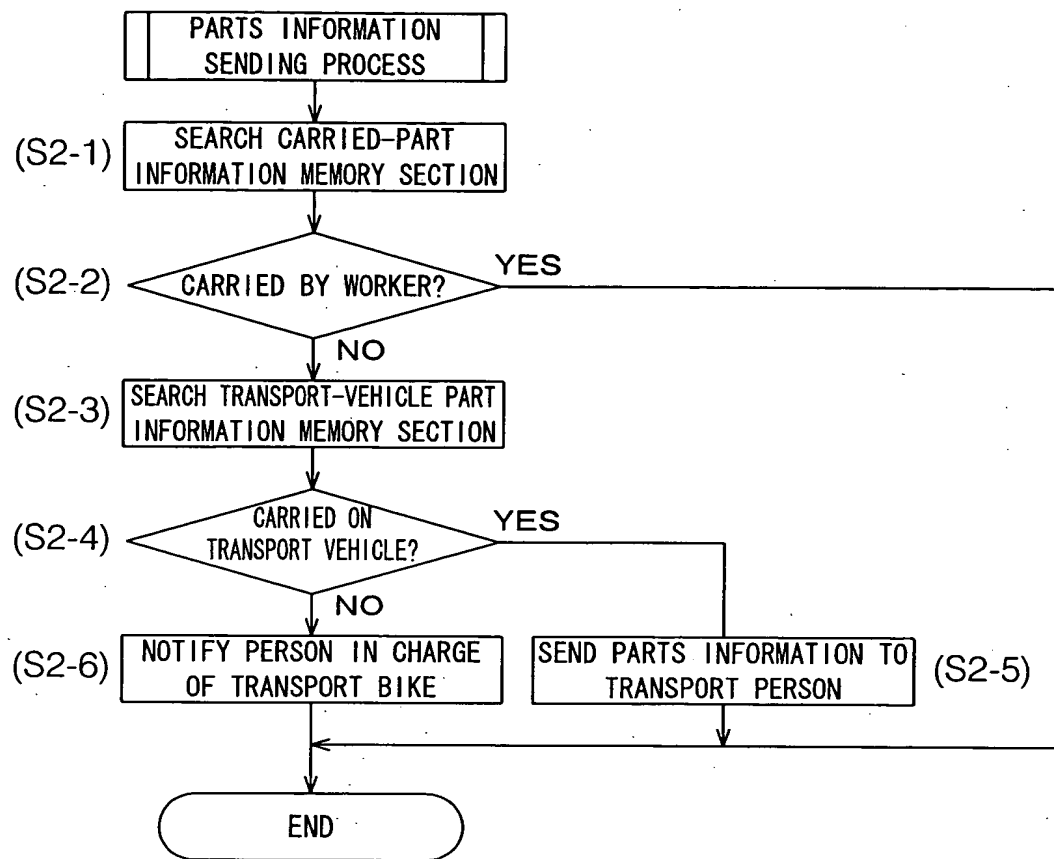


Fig.15

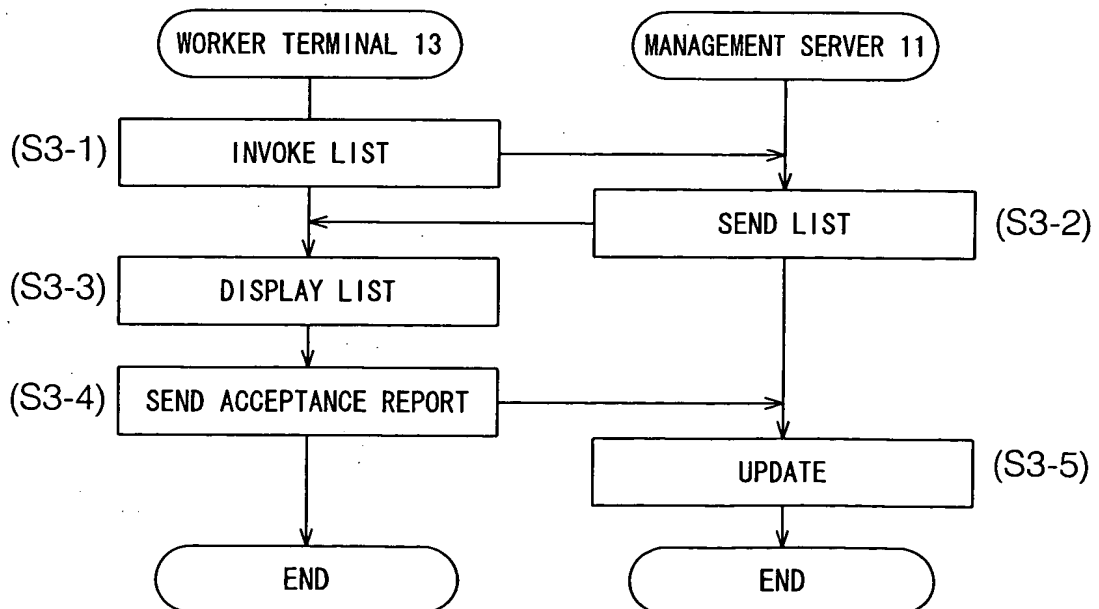


Fig.16

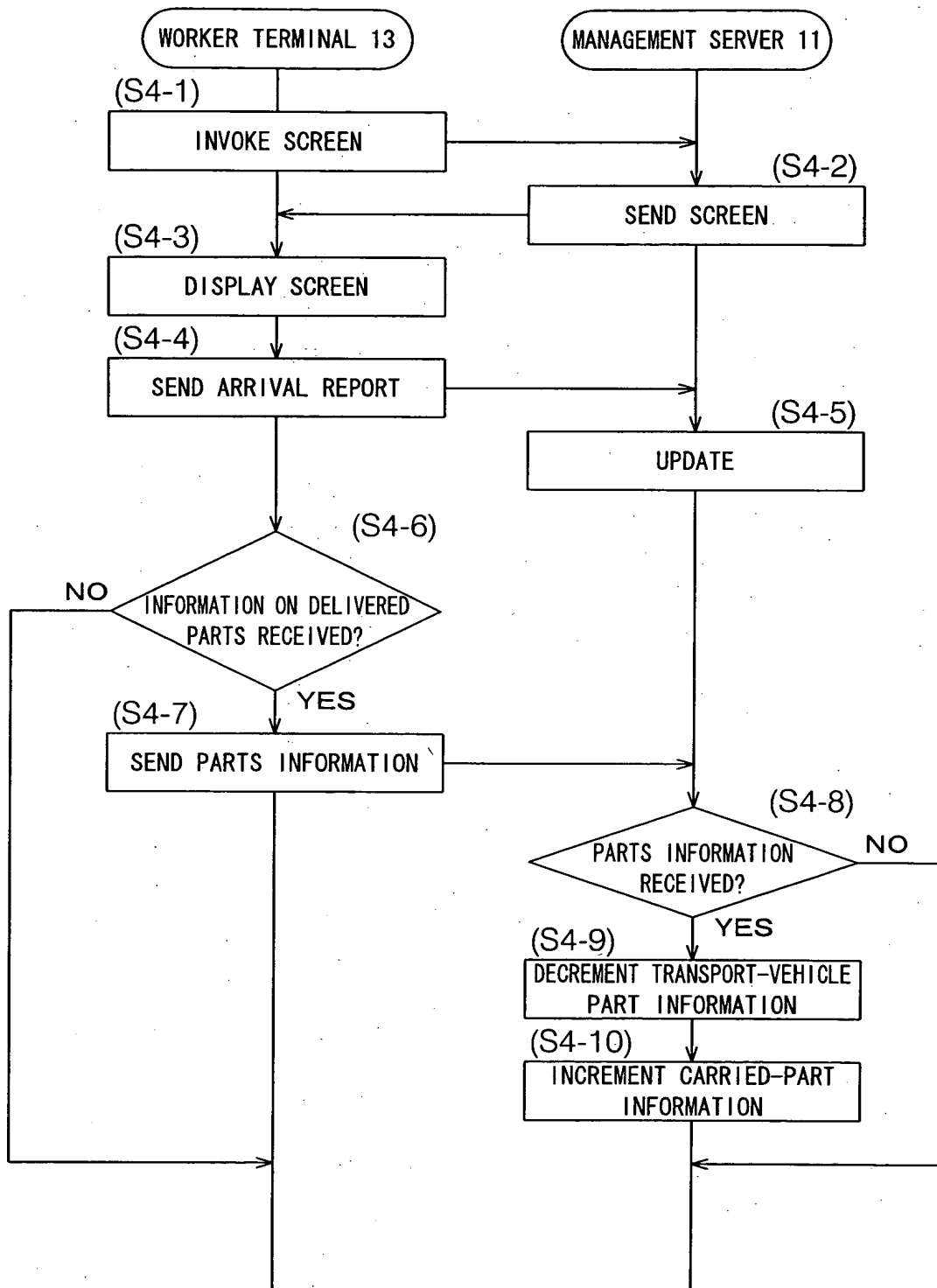


Fig.17

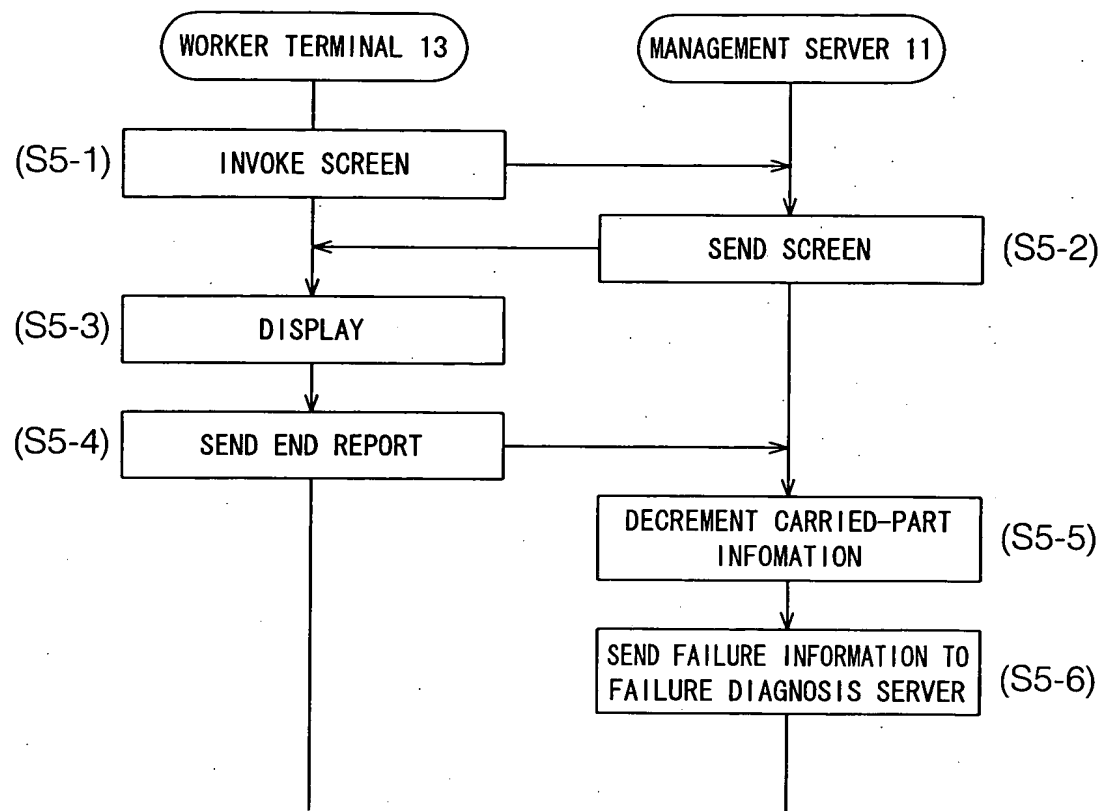


Fig.18

CLIENT INFORMATION MEMORY SECTION
CLIENT CODE
CLIENT NAME
ADDRESS
AREA CODE
TELEPHONE NUMBER
LATITUDE
LONGITUDE
S/N
GUARANTEE PERIOD
PRIORITY
DETAILED INFORMATION

Fig.19

REQUEST LIST SCREEN	
AREA	AREA B ▼ M
<div>■ 18-10 9/27/2002</div> <div><div>DESIGNATED WORKER: KOJIMA 2</div><div><div>NO MAINTENANCE</div><div>WITHIN GUARANTEE</div><div>CONTRACT</div><div>PERIOD</div><div>MACHINE TYPE:LP8000</div></div></div>	
<div>■ 18-05 9/27/2002</div> <div><div>MAINTENANCE</div><div>OFF GUARANTEE</div><div>CONTRACT CLOSED</div><div>PERIOD</div><div>MACHINE TYPE:LP8000</div></div>	
<div>■ 18-03 9/27/2002</div> <div><div>NO MAINTENANCE</div><div>WITHIN GUARANTEE</div><div>CONTRACT</div><div>PERIOD</div><div>MACHINE TYPE:LP8000</div><div>URGENT</div></div>	
<div>POSITION DISPLAY</div> <div>LOG OUT</div>	